

Microsoft end of support FAQ

Windows 7 and Office 2010

Contents

General questions	3
When is the end of support for Windows 7 and Office 2010?	3
What does end of support mean?	3
What end-of-support offers are there for Windows 7 and Office 2010?	3
What if an organization misses the end-of-support deadline for Windows 7?	3
When will the Extended Security Updates offer be available?	4
What is the deadline to purchase Extended Security Updates for Windows 7?	4
Recommended end-of-support path	5
Windows 7	5
Office 2010	5
What is Windows Virtual Desktop?	5
Addressing end-of-support blockers	6
What is the support expectation if an organization encounters an issue that requires a new feature?	6
What tools and programs are available for app compatibility in moving from Office 2010 to Office 365 ProPlus and/or Windows 7 to Windows 10?	6
Is there a recommended upgrade path for Windows 7?	6
Is there a recommended upgrade path for Office 2010?	6
Last resort — Extended Security Updates	7
What do Extended Security Updates include?	7
What editions of Windows 7 are eligible for Extended Security Updates?	7
When will the Extended Security Updates offer be available?	7
Does this offer also apply to Windows XP/Vista, Office 2007 or older versions?	7
Will the Windows 7 Extended Security Updates include patches for .NET?	7
If so, which version?	7
What about Windows 7 Embedded products? Do they qualify?	7
Is Software Assurance required to take advantage of Extended Security Updates?	7
Are the costs of Extended Security Updates included in the price calculation for Unified Support?	7
Can an organization that purchases Extended Security Updates submit support incidents using their Unified Support contract?	8
How is Unified Support different from Extended Security Updates?	8
Is technical support included?	8
What are the support expectations when requesting support for a product utilizing Extended Security Updates?	8
How will Microsoft deliver Extended Security Updates?	8

Windows 7 Extended Security Updates (ESU) Promo with Windows E5 and Microsoft 365 E5	10
What are the terms of the promotion?	10
When is the promotion period?	10
What are the qualifying subscriptions?	10
Is the promo available for all Windows E5 and Microsoft 365 E5 SKUs including Government (Microsoft 365 G5) and EDU (A5)?	10
Are existing subscriptions grandfathered?	10
How will the promo be ordered and fulfilled starting 6/1?	10
Do you have to maintain Windows E5/Microsoft 365 E5 throughout the ESU coverage period?	11
What is the value of Windows E5 and Microsoft 365?	11

General questions

When is the end of support for Windows 7 and Office 2010?

End of support for Windows 7: January 14, 2020. [Windows 7 EOS](#)

End of support for Office 2010: October 13, 2020. [Office 2010 EOS](#)

What does end of support mean?

Microsoft Lifecycle Policy offers 10 years of support (5 years for Mainstream Support and 5 years for Extended Support) for business and developer products (such as versions of Windows prior to Windows 10 and Office perpetual).

As per the policy, after the end of the Extended Support period, there will be no patches or security updates, which may cause security and compliance issues and expose organizations to serious security risks. Learn more: [Microsoft Lifecycle Policy](#)

What end-of-support offers are there for Windows 7 and Office 2010?

We recommend upgrading to the latest versions of our software in the cloud to help reduce security risks and continue receiving regular security updates.

- Organizations with potential cloud-transition SKUs, or through benefits of Software Assurance, should talk to their account manager to help with the transition. We have a large portfolio of deployment offers and tools available through FastTrack, including remediation services with [Desktop App Assure](#), Desktop Analytics, and others to help reduce the time and cost in upgrading.
- Organizations that don't have Software Assurance should talk with their Microsoft account manager about the appropriate licensing offers for their needs.

What if an organization misses the end-of-support deadline for Windows 7?

For organizations that are unable to transition before the end-of-support (EOS) deadline, we are announcing offers to help protect data and applications during the EOS transition.

For organizations where a virtualization solution might be appropriate, Windows Virtual Desktop is the only cloud-based service that delivers a multi-user Windows 10 experience, optimized for Office 365 ProPlus, and includes free Windows 7 Extended Security Updates (ESU).

ESU can also be purchased separately as a last-resort option for Windows 7 (and Windows Server 2008/R2 and SQL Server 2008/R2) by organizations that require more time to upgrade. Office 2010 does not provide ESU.

When will the Extended Security Updates offer be available?

Windows 7

General availability will be announced March 2019.

Office 2010

There is no ESU offer for Office 2010. However, organizations with Office 365 ProPlus will be supported on devices with active Windows 7 ESU through January 2023. This means organizations that purchase the Windows 7 ESU will be able to continue to run Office 365 ProPlus.

What is the deadline to purchase Extended Security Updates for Windows 7?

While end of support for Windows 7 is January 14, 2020, organizations can purchase the ESU for the three years they are available. If an organization waits and purchases ESU for the first time, they will have to pay for preceding years as well since all security updates are cumulative starting January 2020.

Taking the above into account, organizations can purchase the ESU at any point. However, these organizations should be aware that after support has ended in January 2020, they will no longer receive regular bug fixes and patches, nor will they receive Help Desk support.

Recommended end-of-support path

Windows 7

Recommended: Upgrade to Windows 10

Fallback: When appropriate, leverage Windows Virtual Desktop on Azure and get free Extended Security Updates for 3 more years.

Last Resort: Buy Extended Security Updates to protect on-premises servers and desktops.

Office 2010

Recommended: Upgrade to Office 365 ProPlus

ProPlus Fallback/Last resort: Upgrade to Office 2019

What is Windows Virtual Desktop?

[Windows Virtual Desktop](#) is the best virtualized Windows and Office experience delivered on Azure. Windows Virtual Desktop is the only cloud-based service that delivers a multi-user Windows 10 experience, optimized for Office 365 ProPlus, and includes free Windows 7 Extended Security Updates. With Windows Virtual Desktop, you can deploy and scale Windows and Office on Azure in minutes, with built-in security and compliance.

When is Windows Virtual Desktop an appropriate solution?

For organizations that are not able to transition before the EOS deadline, we are announcing offers to help protect data and applications during the EOS transition. To some of these organizations, a virtualization solution might be an appropriate path. Windows Virtual Desktop is the only cloud-based service that delivers a multi-user Windows 10 experience, optimized for Office 365 ProPlus, and includes free Windows 7 ESU.

Addressing end-of-support blockers

What is the support expectation if an organization encounters an issue that requires a new feature?

If an investigation determines that resolution requires a product enhancement available in a recent release, then a request will be made to the organization to upgrade to a more recent release where the capability is already available.

What tools and programs are available for app compatibility in moving from Office 2010 to Office 365 ProPlus and/or Windows 7 to Windows 10?

Office Readiness Toolkit is a free tool that organizations can download from the Microsoft Download Center. The Readiness Toolkit for Office add-ins and VBA helps identify compatibility issues with Microsoft Visual Basic for Applications (VBA) macros and installed add-ins. Use this tool to inspect VBA macro code and get readiness information for installed Office add-ins as an Excel report.

More information: [Office Readiness Toolkit](#).

Windows Analytics is a set of solutions for Microsoft Operations Management Suite (OMS) that provides extensive data about the state of devices during deployment. There are currently three solutions that can be used singly or in any combination: [Upgrade Readiness](#), [Update Compliance](#), and [Device Health](#).

Desktop App Assure is a service from Microsoft FastTrack designed to address issues with Windows 10 and Office 365 ProPlus app compatibility. If organizations find any app compatibility issues after an Office 365 ProPlus or Windows 10 update, Desktop App Assure can help (including Macros and add-Ins). Organizations should file a ticket through FastTrack (aka.ms/DesktopAppAssureRequest), and a Microsoft engineer will follow up to work with them until the issue is resolved. This is a FastTrack benefit available free of charge for all organizations with more than 150 seats.

Ready for modern desktop directory: The [Ready for modern desktop directory](#) lists software solutions that are supported and in use on commercial devices running Windows 10 and Office 365 ProPlus. It is intended for IT managers at companies and organizations worldwide who are considering the latest versions of Windows 10 and Office 365 for their deployments.

The “Supported on Office ProPlus” statement appears next to Office 365 ProPlus add-in solutions only. The statement indicates that the software provider has declared that they will support their Office 365 ProPlus add-in solution on the Office 365 ProPlus semi-annual release channel.

Is there a recommended upgrade path for Windows 7?

Yes, we recommend upgrading directly to the latest feature update of Windows 10. Organizations should be informed that if they find any application compatibility issues after a Windows 10 update, Desktop App Assure (aka.ms/DesktopAppAssureRequest) is available to help them address those issues.

Is there a recommended upgrade path for Office 2010?

Yes, we recommend upgrading directly to Office 365 ProPlus. Organizations should be informed that if they find any application compatibility issues after an Office 365 ProPlus update, Desktop App Assure (aka.ms/DesktopAppAssureRequest) is designed to help them address those issues (including Macros and add-ins).

Last resort – Extended Security Updates

What do Extended Security Updates include?

Extended Security Updates (ESU) include security updates for critical and important issues as defined by the Microsoft Security Response Center for a maximum of three years after January 14, 2020. After January 14, 2020, if a PC is running Windows 7 within an organization that has not purchased ESU, it will no longer receive security updates.

What editions of Windows 7 are eligible for Extended Security Updates?

Extended Security Updates are available for Windows 7 Professional, Windows 7 Enterprise, and Windows 7 Ultimate.

When will the Extended Security Updates offer be available?

General availability will be announced March 2019.

Does this offer also apply to Windows XP/Vista, Office 2007, or older versions?

Windows XP and Windows Vista support has already ended, and no further support is available. Organizations are encouraged to move to Windows 10.

Office 2007 support has already ended, and no further support is available. Organizations are encouraged to move to Office 365 ProPlus.

Will the Windows 7 Extended Security Updates include patches for .NET? If so, which version?

Yes, patches will include support for the .NET 4.x release (as of January 2020) and .NET 3.5 SP1.

What about Windows 7 Embedded products? Do they qualify?

Embedded products can get Extended Security Updates via an Ecosystem Partner Servicing Offering support contract.

Is Software Assurance required to take advantage of Extended Security Updates?

No. However, organizations with Windows Enterprise Software Assurance or a Windows Enterprise E3 subscription license will receive advantageous pricing.

Are the costs of Extended Security Updates included in the price calculation for Unified Support?

No, the cost of ESU is not incorporated in the price calculation for Unified Support.

Can an organization that purchases Extended Security Updates submit support incidents using its Unified Support contract?

Yes, organizations that have purchased ESU can submit support incidents using any Microsoft Support offering including Unified Support.

How is Unified Support different from Extended Security Updates?

The Unified Support program is used to provide technical support to Microsoft products that are within the product lifecycle. The ESU offering includes Security Updates and Bulletins rated “critical,” or in some cases “important,” for up to 3 years after a product has exited Extended Support. ESU does not include technical support; however, organizations with Unified Support that purchase ESU for a specific product will be able to log support incidents for that product using their Unified Support contract.

Is technical support included?

This offer does not include technical support, but organizations may use other active Microsoft support plans to get assistance on their Windows 7 questions for devices covered by ESU.

What are the support expectations when requesting support for a product utilizing Extended Security Updates?

Scenario	Response
Support Engineer will open a support ticket	Yes
Support Team will work to solve customer issue	Yes
Support Team will do a root cause analysis	No
Support Team will file a bug	No

How will Microsoft deliver Extended Security Updates?

Upon purchasing Windows 7 ESU, the organization will be provided with a multiple activation key (MAK), which can be used to deploy to the covered devices. This MAK key is independent of the Windows 7 activation and can work in parallel with a Key Management Service (KMS) activation deployment. Additional technical details will be provided in a TechNet article published at a later date.

Windows 7 Extended Security Updates (ESU) Promo with Windows E5 and Microsoft 365 E5

What are the terms of the promotion?

Starting June 1st, EA and EAS customers with active subscription licenses to Windows 10 Enterprise E5, Microsoft 365 E5, or Microsoft 365 E5 Security (as of December 31, 2019) will get Windows 7 Extended Security Updates for Year 1 as a benefit. With this limited-time promotion, you have more options to continue receiving Windows 7 security updates after end of support.

When is the promotion period?

June 1, 2019 through December 31, 2019

What are the qualifying subscriptions?

- Windows E5
- Microsoft 365 E5
- Microsoft 365 E5 Security

Is the promo available for all Windows E5 and Microsoft 365 E5 SKUs including Government (Microsoft 365 G5) and EDU (A5)?

The promo is included in Government E5 SKUs (G5) but is not included in EDU E5 SKUs (A5).

Are existing subscriptions grandfathered?

Yes. The promotion will be effectuated June 1st, 2019, but all subscriptions qualify purchased any date on or before December 31, 2019.

How will the promo be ordered and fulfilled starting 6/1?

The June 1st Product Terms (Appendix F) will reflect the new promotion and entitlement to Windows 7 ESU 2020 with qualifying subscriptions, as well as include other conditions and eligibility requirements.

Since this is an entitlement-based promo, there are no additional operational steps. Use rights to the corresponding ESU keys available in VLSC are provided via the Product Term entitlement.

Grants to Windows 7 ESU 2020 will be valid starting 6/1, which is when promo eligible customers will start seeing Windows 7 ESU keys in VLSC. However, please note, you will not see entitlements to Windows 7 ESU in your License Summary in VLSC until the ESU coverage start date, which is January 14th, 2020.

Do you have to maintain Windows E5/Microsoft 365 E5 throughout the ESU coverage period?

Yes. Qualifying subscription licenses must remain active throughout the full ESU coverage period, or the free ESU coverage expires with the subscription. (This is unique from paid ESU, which provides a fixed coverage term independent of the EA enrollment term and other licenses purchased).

What is the value of Windows E5 and Microsoft 365?

Windows E5 and Microsoft 365 E5 changes the game for security by protecting user identities, devices, and information with a comprehensive solution driven by intelligence that only Microsoft has to offer. Managing multiple security solutions is complex with new and more complex threats, and today's evolving security challenges require a different approach. Windows E5 offers intelligent endpoint security that is built into the platform itself, not bolted on top of it.